

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**FORMAL COMPLAINT**

**ORIGINAL**

Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case 02-0288

Regarding a complaint

by Peter LEE  
(Person making the complaint)

against Z-Line - Z-TEL Telecommunication Service  
(Utility name)

as to Refusing to give me in writing a Bill  
or Information after I requested for months  
(Reason for complaint)

in Chicago Illinois.

ILLINOIS  
COMMERCE COMMISSION  
APR 29 1 23 PM '02  
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1633 W Madison APT 1908-S

The service address that I am complaining about is 1633 W Madison apt 1908-S  
Chicago IL 60612

My home telephone number is 1-312 492-9767

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 1-312 492-9767

Z-Line - Z-Tel Telecommunication (respondent) is a public utility and is subject to the provisions of  
(Full name of utility company)  
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

ILL. ADMIN Code 280.50 and others

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about ☒ Yes ☐ No  
this complaint?

Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1-02  
After getting Z-Tel some customers. I was give one hundred <sup>Credit</sup> (\$100.00) from Z-Tel in 1-02. I had requested for a Bill or statement from Z Tel. I was told for months, I had a \$100.00 credit. All one at Z-Tel would give me and account of my Bill, it was always you have credit. I then call the Illinois Commerce Commission, who assist me in getting a statement that didn't have nothing on it except the Amount they said I owe them. There was no number of phone call I was suppose to have made to and from no information about how they used the \$100.00. Only I owed them \$50.00 and something, I called again then I was told \$40.00 and something \$0.00 and on.

① Please clearly state what you want the Commission to do in this case.  
I want this matter to be handle according to laws and Rules of this State (IL).  
② I would like for Z-Tel to give me free 3 months call for being a loyal customer who was did wrong.  
③ I want and account of the bill from 1-02 to 3-02 with phone number on the bill

Date: 3-20-02  
(Month, day, and year)

Complainant's signature Peter Lee

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

no attorney at this time, However, I'm still considering my option with this matter that have given me great stress!!

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must watch you fill out this part of the form.

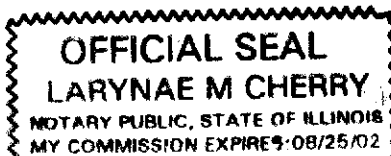
I, Peter Lee, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Peter Lee  
(Signature)

Subscribed and sworn/affirmed to before me this 29<sup>th</sup> day of MARCH, 19 2002

[Signature]  
Notary Public, Illinois

NOTE:



Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.